



Speech by

JOHN MICKEL, MLA STATE MEMBER FOR LOGAN

Hansard 8 November 2000

Hansard 5 April 2001

SUNCORP-METWAY

Mr MICKEL (Logan—ALP) (10.19 a.m.): Some time ago, my wife's wallet was stolen and, amongst other things, one of the items—

An opposition member: Give it back to her.

Mr MICKEL: My friend, if Moses had seen you, you would have come back with another commandment.

One of the items taken was her Suncorp-Metway card. Unlike the honourable member opposite, the bank was swift in cancelling the card. The problem was in securing a replacement. I notice that we have managed to secure a few replacements around here.

My wife contacted Suncorp-Metway, indicating that she would like a new card with a new PIN number. She was informed that it would take a few days and that it would be available at the collection centre. The collection centre for Suncorp-Metway, much to our surprise and probably to the surprise of a lot of honourable members, is Ballina.

Fearing that she had been speaking to a call centre operator who had been educated by the National Party and, therefore, had a limited understanding of how inconvenient this would be, my wife rang again a few days later and was again informed that the collection centre was Ballina. To confirm this fully, my wife received a letter from the bank—this letter here—confirming that she could pick up the card at Ballina.

I am told that the bank has an advertising jingle which says, 'the little things that we do'. It was the little things that they do that was driving us crazy. After another attempt we convinced them that Browns Plains was far closer than Ballina and, eventually, the card duly arrived.

I hope that this bizarre episode is a one-off for Suncorp-Metway which, under our stewardship, was a good Queensland company. On the other hand, perhaps it is a latent desire by people in Ballina and northern New South Wales to become part of Queensland, which, given the Beattie government's good economic record, is quite understandable.

Mr SPEAKER: I call the honourable member for the Darling Downs.

Mr Purcell: Giddy-up there, boy!
